Quality standard guidelines for I.T. Enabled Services

2627. SHRI R.P. GOENKA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a Standarisation Testing and Quality Certification Core Team is working on a set of quality standard guidelines for the Information Technology Enabled Services;

(b) if so, the details thereof with its present status; and

(c) the details of the private sector experts and leaders in Information Technology associated with the team to take advantage of their rich experience?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN). (a) Yes, Sir.

(b) and (c) Draft Guidelines for implementation of ISO 9001: 2000 in Call Centres' have been developed and circulated to relevant industry for comments. Preliminary discussions initiated with International certification/standardization agencies.

Shifting of Lower Koti Branch Post Office

†2628. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government propose to upgrade Lower Koti Branch Post Office into a departmental sub-post office which comes under district Shimla;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

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†Original notice of the question was received in Hindi.